

**Heart
of Kent
Hospice**

INFORMATION PACK

BACKGROUND

Heart of Kent Hospice is an independent charity providing skilled, high quality care for those facing the challenge of a terminal illness, and support for their families. Our catchment area includes Maidstone, Aylesford, Tonbridge and Malling and the surrounding villages.

Over the last 30 years, the Hospice has built an excellent reputation within the local community for the quality of our care, which has been further endorsed by the Care Quality Commission who have awarded us an overall rating of 'Outstanding'.

Our specialist teams provide tailored and individualised care for over 1,700 patients and their families a year to help improve quality of life, whether this is at home, in the community or in the Hospice.

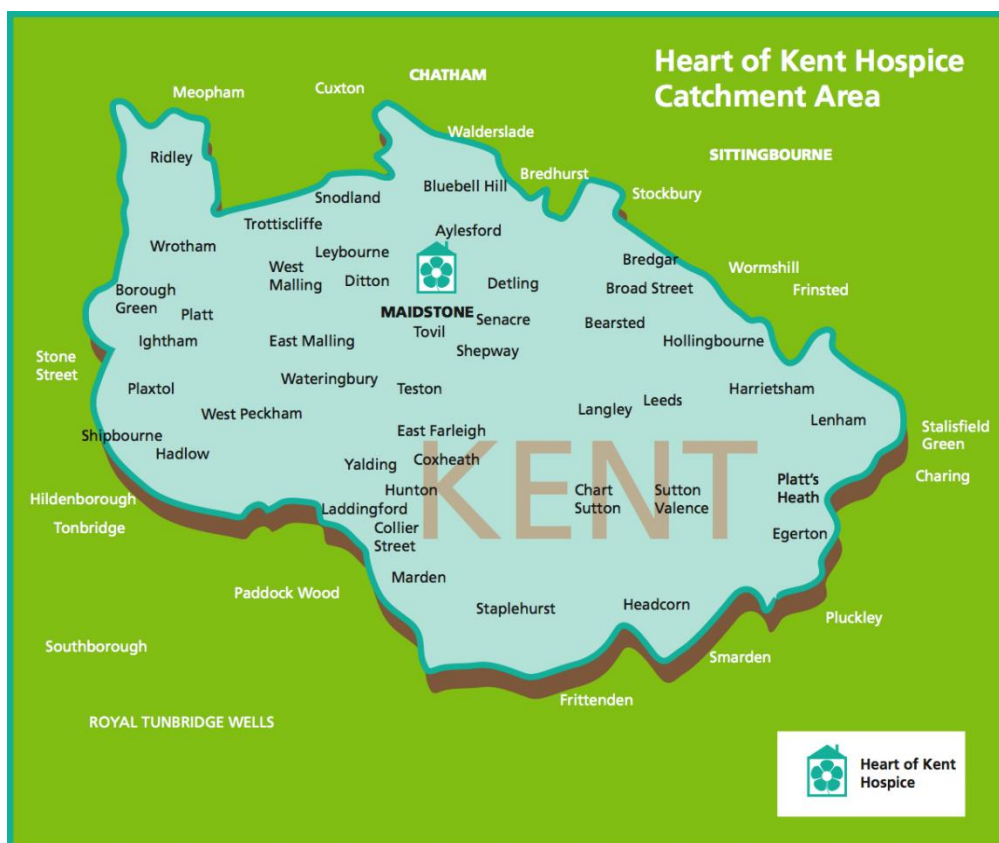
We employ around 130 colleagues and are supported by a significant volunteer workforce of over 500.

The Hospice depends heavily on its loyal supporters, whose generous donations and fundraising activity account for £4 out of every £5 spent on our services. We also receive funding from the government which accounted for 18% of our costs in 2019-2020.

Our running costs are in the region of nearly £5million each year. We raise money through a range of fundraising events and activities, trading via our shops, donations, legacies and our Hospice Lottery.

The Hospice mainly fundraises within its specific catchment area boundaries, being Maidstone, Aylesford, Tonbridge and Malling and the surrounding villages. We are dependent upon the support of the community we serve in order to continue our care.

Our Patient and Fundraising Catchment Area



Our Vision

Everyone living with a terminal illness in our community will achieve the best quality of life.

Our Purpose

To enable people with a terminal illness in our community to live in comfort, with independence and dignity to the end of their lives, and to support those closest to them.

Our Values



HISTORY

Heart of Kent Hospice first opened its doors in 1991 as a result of the dedicated local people who set up the Wishing Well Appeal to raise £1.3million to build the Hospice. The HRH Diana Princess of Wales officially opened the Hospice in October 1992.

Since the Hospice opened it has cared for almost 17,000 patients (as at end 2020) and their families. In 2020 over £5million was raised through the huge generosity of local people who have run, swam, walked, cycled, organised events, made a donation or climbed mountains to ensure that we can be there for everyone who needs us.

In 1992 the Hospice opened its first retail shop in Maidstone. It now has 14 charity shops within the local area that provide a valuable source of income for the Hospice.

The Hospice has continued to significantly improve its facilities and offer a wider access to its services in the local community.

We are very proud that many of our colleagues and volunteers have worked for the Hospice since it opened in 1991. Over the years thousands of individuals have helped shape the Hospice but our core purpose has always remained the same, to provide compassionate end of life care, free of charge, to everyone who needs it.

SERVICES

Care at Home

Our Community Team and award-winning Dementia Service care for over 900 patients in the community at any one time providing help and support to families in the community.

Occupational Therapy and Physiotherapy

This specialist Therapy team works with patients in the Hospice, in the community or at home to help them maintain their mobility and independence.

Inpatient Unit

The 10 bedded unit provides a safe and comfortable environment where patients can receive round the clock medical and nursing care.

Family Support and Living Well

Our Family Support Team offers counselling, spiritual support and welfare advice to patients and their families. Our Living Well programme provides opportunities to enhance comfort, health and happiness through rehabilitation, therapeutic activities and peer-support.

Compassionate Neighbours

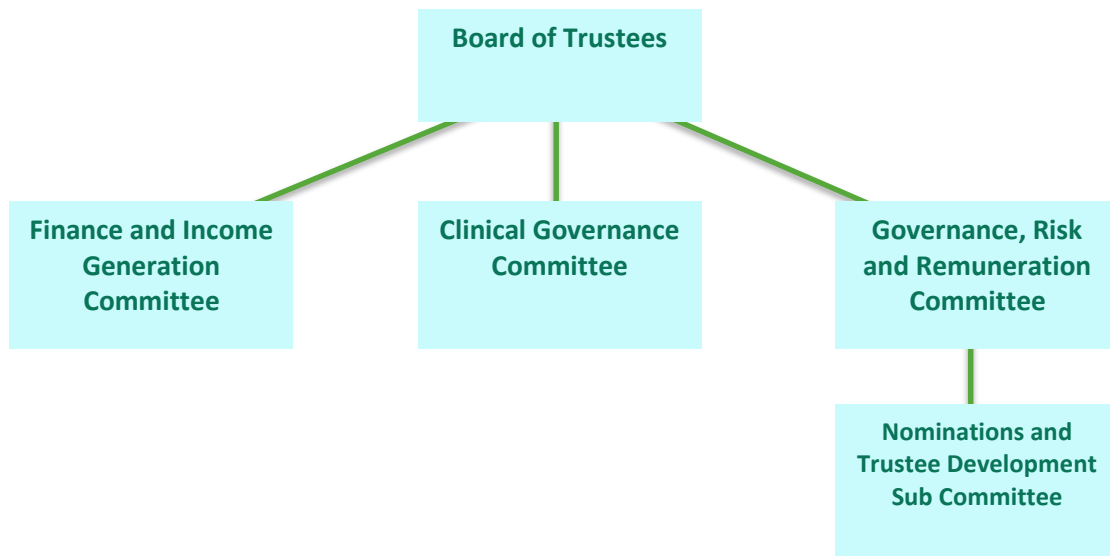
Our Compassionate Neighbours project aims to reduce loneliness and social isolation among people in our community living affected by terminal illness or frailty by connecting local people to our trained Compassionate Neighbours. The project offers companionship and emotional support for both those affected by illness and/or their care givers.

Education and Training

The Hospice aims to disseminate quality end of life care to the wider community by delivering an external programme of high quality palliative and end of life care training.

BOARD STRUCTURE

Board Committees



The Hospice has 12 Trustees and a longstanding Patron, Lady Monckton, Life Presidents and an Honorary Ambassador.

Patron

Marianna, Viscountess Monckton of Brenchley

Board of Trustees

Jim Barker-McCardle - Chair
Simon Langworthy - Honorary Treasurer
Chris Collins
Serena Cooper
Dick Fedorcio
Gary Hodnett
Elizabeth Howe
George Hunter
Dr. Nick Jegard
Sarah Pain
Lorna Potts
Hugh Smith

Executive Team

Sarah Pugh	-	Chief Executive
Kerry Harrison	-	Patient Services Director
Dr. Georgina Parker	-	Lead Consultant in Palliative Care
Rachel Street	-	Finance Director
Ann-Marie Kelly	-	Income Generation Director

Life Presidents

David Bennett

Norma Bennett

David Swan

Honorary Ambassador

Kathrin Smallwood

TRUSTEE TERM OF OFFICE AND COMMITMENT

Trustees serve a maximum of two three-year terms. Trustees will usually serve on one Board Committee in addition to the main Board. Both the Board and each Committee meet quarterly. The time commitment will include:

- Attendance at Board Meetings four times per year
- Attendance at one Board Committee meeting four times per year
- Annual Board Away Day
- Annual AGM
- Attending events as an ambassador for the Hospice

Trustee – Role Description

Main responsibilities

As a Trustee, you are responsible for:

- Determining the strategy and overall framework for the charity.
- Safeguarding and promoting the culture, mission, vision and values of Heart of Kent Hospice.
- Ensuring the charity operates in an effective, responsible and accountable manner, complying with charity law.
- Ensuring the charity's activities are sustainable and assessing key risks and mitigating strategies.
- Contributing to the effective functioning of the Board of Trustees.

Main duties

- Ensuring that the Hospice complies with its Articles of Association, charity law, company law and any other relevant legislation or regulations.
- Ensuring that the Hospice pursues its charitable objects as defined in its memorandum of association.
- Ensuring the Hospice applies its resources exclusively in pursuance of its objects.
- Giving clear strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets.
- Safeguarding the good name and the values of the Hospice.
- Ensuring the effective and efficient administration of the Hospice.
- Ensuring the financial stability of the Hospice.
- Protecting and managing the property of the Hospice and ensuring the proper investment of its funds.
- Acting at all times in the best interests of the Hospice, and declaring any conflicts of interest.
- Maintaining absolute confidentiality about all sensitive/confidential information received in the course of trustee's responsibilities to the Hospice.

In addition to the above statutory duties, all Trustees should use any specific knowledge or experience they have to help the Board of Trustees reach sound decisions. This will involve focusing on key issues and providing advice and guidance requested by the Board on issues and initiatives relevant to the area of the Hospice's work in which the Trustee has special expertise.